



#11 2121 \$
41

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bigus et al. : Date: August 4, 2004
Group Art Unit: 2121 : IBM Corporation
Examiner: M. Bell : Intellectual Property Law
Serial No.: 10/021,203 : Dept. 917, Bldg. 006-1
Filed: October 30, 2001 : 3605 Highway 52 North
Title: PRODUCT SUPPORT OF COMPUTER- : Rochester, MN 55901-7829
RELATED PRODUCTS USING
INTELLIGENT AGENTS

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

AUG 12 2004

Technology Center 2100

Sir:

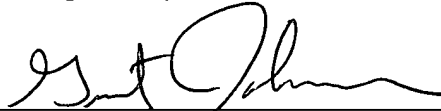
Applicants request that the information listed on the attached Form PTO-1449 be considered by the Office during the pendency of the above entitled application, pursuant to 37 C.F.R. §1.97. In accordance with 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not constitute an admission that any information cited therein is, or is considered to be, material to patentability as defined in 37 C.F.R. §1.56(b). In the interest of full and complete disclosure to the Office, some or all of the art cited herein may not be considered by Applicant(s) or the Undersigned to be material under the new standard of materiality defined in 37 C.F.R. §1.56(b), enacted March 16, 1992, but may be material under the old standard of materiality defined in 37 C.F.R. §1.56(a), last amended on November 28, 1988, or may merely be technical background which may be of interest to the Examiner. In accordance with 37 C.F.R. §1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.

Serial No. 10/021,203
Docket No. ROC920010146US1

This Information Disclosure Statement is being filed under 37 C.F.R. §1.97(c) before a final action or notice of allowance. The filing fee of \$180.00 (for other than a small entity) is to be charged to our Deposit Account No. 09-0465.

Date: August 4, 2004

Respectfully submitted,

By 

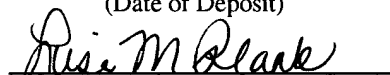
Grant A. Johnson, Attorney
Registration No. 42,696

IBM Corporation - Department 917
3605 Highway 52 North
Rochester, Minnesota 55901-7829
Telephone: 1-507-253-4660
Fax: 1-507-253-2382

I hereby certify that this
correspondence is being deposited with
the United States Postal Service as first
class mail in an envelope addressed to:
Commissioner for Patents, PO Box
1450, Alexandria, VA 22313-1450, on

August 4, 2004

(Date of Deposit)



Lisa M. Plank